

## **225.20**

### **Food Instruments (FIs)**

#### **Overview**

##### **Introduction**

This policy describes the food instruments (FIs) used by the Iowa WIC Program.

##### **Definitions**

Food instrument (FI) means a voucher, check, electronic benefits transfer card (eWIC), coupon or other document which is used by a participant to obtain supplemental foods.

Cash-value voucher (CVV) or cash-value benefit (CVB) means a fixed-dollar amount check, voucher, electronic benefits transfer (eWIC) card or other document which is used by a participant to obtain authorized fruits and vegetables.

##### **FIs = eWIC    T**

he following terms, food instruments and eWIC, may be used interchangeably. Unless described otherwise, all policy references to WIC FIs includes both eWIC for specified supplemental foods and the CVV/CVB for fruits and vegetables.

##### **eWIC cards**

Contract agencies will issue WIC benefits to eWIC cards intended solely for this purpose. The eWIC card stock must be stored in a secure location to reduce the risk of loss or theft.

##### **eWIC card stock will be drop shipped**

Contract agencies will receive drop shipments of eWIC cards from the State office.

##### **In this policy**

This policy contains the following topics.

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## Ordering and Receiving eWIC Card Stock

### Introduction

eWIC card stock inventory will be monitored by the State office.

### Inventory management

The state office will monitor the data system generated alerts for eWIC card replenishment. When an agency goes below the Replenishment Threshold the state will send eWIC card stock to the agency.

### Receiving and verifying shipment

When cards arrive at a local WIC agency two different staff members must be involved with receiving and verifying the shipment. The first staff member will “receive” the cards thus adding them to the local agency inventory for issuance. After receiving, a different staff member will “verify” the shipment was received.

Once the verification process is complete, the Currently On Order field and the current Order Date field in the data system will be cleared.

### LA/Clinic card inventory definitions

Field	Definition
Current inventory	Quantity of cards in the local agency inventory waiting to be assigned to an economic unit.
Received last 12 months	The total number of cards shipped during the last 12 months through today’s date.
Inventory months	The current inventory divided by (received last 12 months divided by 12). The field gives a rough estimate of how long the local agency card inventory will last at the current pace of issuance.
Replenishment threshold	The amount of inventory at the local agency that would trigger a warning alert.
Currently on order	The amount of inventory at the local agency that is currently on order.
Current order date	The date the current order was placed with the state.

## **Food Benefits Receipt Confirmation**

### **Policy**

Confirmation of receipt of food benefits is signed by the parent, guardian or applicant to acknowledge that benefits were received.

### **Signature capture**

The confirmation signature is captured and stored within the WIC data system. The following information is stored under File – Signature History:

- Signature date and time;
- Signature pad text, PAN number and benefit month(s) start and end dates;
- Signature;
- Person type;
- Signee name; and
- Proof of identity.

### **Signature not available**

There may be times during the confirmation process that the signature may not be available which requires a No Signature Capture Reason. The WIC data system drop down will allow for the following No Signature Capture Reasons:

- Equipment malfunction,
- Mailed,
- Refused,
- Account balance correction
- Reissuance- client not present
- Nutrition education class, and
- Wichealth.org